



MyChart Video Visit Instructions

For a Laptop or Desktop Computer

This tutorial will help you attend your MyChart video visit appointment with Spartanburg Regional Healthcare System on your laptop or desktop computer.

Before your video visit

Have your insurance card and a credit card (if you have a co-pay) ready.

Complete your eCheck-in

- Open your web browser, go to MyChart.SpartanburgRegional.com and login to your account. You will see the option to eCheck-in for your video visit. Click “Start eCheck-in” to begin.

Appointment Details



eCheck-In Required

You must complete eCheck-In before joining the video visit.



Start eCheck-In

- Follow the prompts to complete the check-in process. You must fully complete eCheck-in to be able to join your video visit, including paying any co-pays you may have.

Verify Your Personal Information

Contact Information



Verification needed

We need to verify that we can reach you at your email address.

Verify

123 Home Street
Spartanburg, SC 29301

864-123-4567
864-123-6789
address@email.com

Edit

Details About Me



Preferred First Name
Jane

Legal Sex
Female

Gender Identity
Female

Sex Assigned at Birth
Female

Sexual Orientation
Lesbian or Gay

Marital Status
Single

Race
Chinese

Ethnicity
Not Hispanic, Latino/a, or Spanish origin

Language
English

Edit

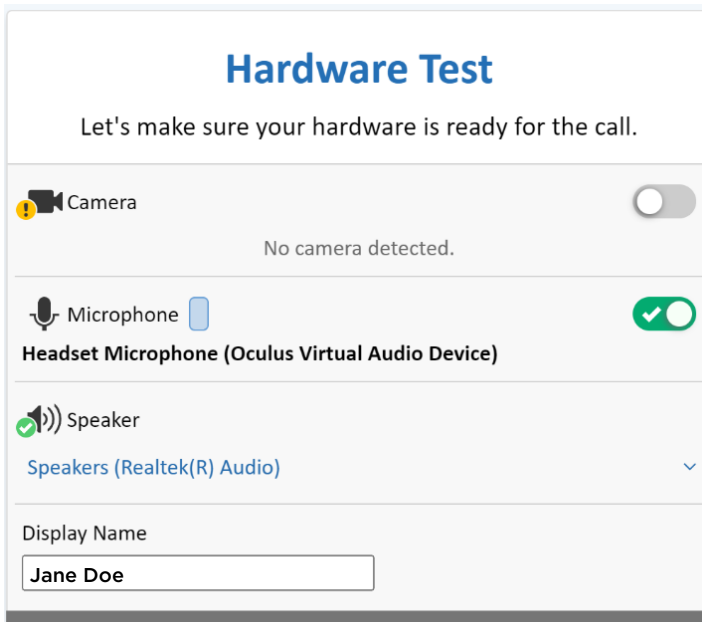
- Review the information on each screen. If the information is correct, select “Information is Correct”. If the information is not correct, select “Edit” and make any needed changes.
- You may also be prompted to complete a questionnaire. Please complete the questionnaire, as this provides us the most up-to-date information regarding your medical history and symptoms.

As part of your eCheck-in process, you will complete a Hardware Test to ensure your technology is ready for your video visit.

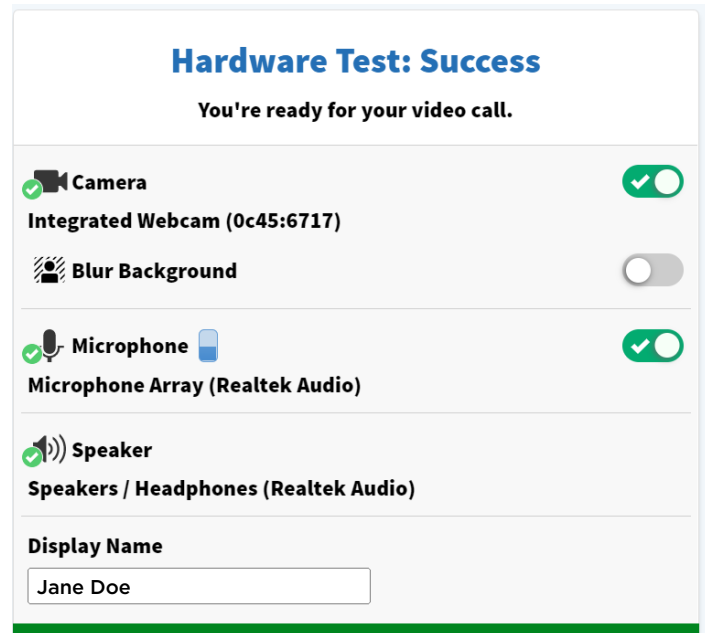
Note: Internet Explorer is not supported for the MyChart video visits. Please make sure you are using Google Chrome, Mozilla Firefox, or Microsoft Edge.

- Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
- Make sure you've installed any required browser plug-ins, software, or apps with the most recent updates.

Example of unsuccessful test screen



Example of successful/complete test screen



(Continued on next page)

The day of your video visit

You can connect to the video visit 15 minutes before your appointment start time. You will be unable to connect more than 15 minutes after your scheduled time and your appointment will be canceled.

Make sure you have a strong WiFi signal, sit in a well-lit area and remove any dressings and bandages.

Connect to the video visit

- Go to Visits > Appointments and Visits.
- Locate the video visit and click "Details."
- Click "Join Video Visit."

Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

MyChart Video Visit with Dr. John Physician

This is a video visit

Tuesday April 12, 2022
Join by 4:00 PM EDT
Starts at 4:15 PM EDT
[Add to calendar](#)

It's time to start your video visit!
When you are ready to talk to your doctor, click the button.

Join video visit

Want an earlier time? [Get on the Wait List](#)

Review your questionnaire answers below.

- Communicable Disease Screening ([Print](#))
- Patient History ([Print](#))

Other actions you can take:

- [Hardware test](#)

- If your provider is not yet online, you may be placed into a virtual waiting room until the provider connects to your call.

Waiting for others to connect...

Patient Name: Jane Doe

Appointment Time: April 12, 2022, 4:15 PM

Connection Strength: 📶

Controlling your video visit

During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting.

- Clicking the microphone icon will mute your mic.
- Clicking the video icon will pause/stop your video feed from sharing.
- Using the "More Options" menu, you can control blurring your background, etc.

📶 **More Options** 🎤 📺 [Leave Call](#)

- Devices** >
- Backgrounds** >
- Fullscreen Mode**
- Participants** >